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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/074,487	02/13/2002	Joel L. Singer		7330

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EXAMINER


BORISSOV, IGOR N

ART UNIT PAPER NUMBER

3629

DATE MAILED: 09/03/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	Application No. 10/074,487	Applicant(s) SINGER, JOEL L. 	
	Examiner Igor Borissov	Art Unit 3629	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 03 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) ☒ Responsive to communication(s) filed on 13 February 2002.  
 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.  
 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) ☒ Claim(s) 1-19 is/are pending in the application.  
 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.  
 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.  
 6) ☒ Claim(s) 1-19 is/are rejected.  
 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.  
 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) ☐ The specification is objected to by the Examiner.  
 10) ☒ The drawing(s) filed on 13 February 2002 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.  
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).  
 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
 a) ☐ All b) ☐ Some \* c) ☐ None of:  
 1. ☐ Certified copies of the priority documents have been received.  
 2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).  
 \* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)  | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input checked="" type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                        | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

## **DETAILED ACTION**

### ***Drawings***

New corrected drawings are required in this application (See attached NOTICE OF DRFTSPERSON'S PATENT DRAWING REVIEW). Applicant is advised to employ the services of a competent patent draftsman outside the Office, as the U.S. Patent and Trademark Office no longer prepares new drawings. The corrected drawings are required in reply to the Office action to avoid abandonment of the application. The requirement for corrected drawings will not be held in abeyance.

### ***Claim Objections***

The numbering of claims is not in accordance with 37 CFR 1.126 which requires the original numbering of the claims to be preserved throughout the prosecution. When claims are canceled, the remaining claims must not be renumbered. When new claims are presented, they must be numbered consecutively beginning with the number next following the highest numbered claims previously presented (whether entered or not).

Misnumbered claims 16-18 have been renumbered 17-19.

### ***Claim Rejections - 35 USC § 103***

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

**Claims 1-5, 10-14 and 19 are rejected under 35 U.S.C. 103(a) as being unpatentable over Lallo (US 2002/0010613 A1) in view of Piety et al. (US 2001/0001851 A1) (hereinafter Piety).**

Claim 1. Lallo teaches a method and system for organization and provision of automobile repair and preventive maintenance, comprising: a database containing information related to scheduled maintenance of a plurality of automobiles (objects), user input means for inputting into the system information related to a customer's vehicle [0030]; means for creating a maintenance schedule for the customer's vehicle [0028]; means for providing an automatic reminder system designed to track customer service follow-up [0028].

Lallo does not specifically teach *means for comparing information related to the customer's object with the database of scheduled maintenance of a plurality of objects, and means for retrieving the scheduled maintenance information from said database of scheduled maintenance of a plurality of objects.*

Piety teaches a method and system for predictive maintenance of machines, comprising: means for building a knowledge database for various component types including data for preventive maintenance for each component type [0012]; [0013]; user input means for identifying a selected component type corresponding to the particular component to be monitored [0013]; and means for constructing database information for predictive maintenance for said particular component using an inference engine operating on said knowledge database and said selected component type [0013].

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Lallo to include *means for comparing information related to the customer's object with the database of scheduled maintenance of a plurality of objects, and means for retrieving the scheduled maintenance information from said database of scheduled maintenance of a plurality of objects*, as disclosed in Piety, because it would allow to use said system for a plurality of different types of objects, thereby increase revenue.

Claim 2. Lallo teaches means for providing on-line notification of the customer (via email) to schedule an inspection of the automobile [0034].

Claim 3. Lallo teaches means for providing at maintenance homepage links to additional web sites having addresses of facilities conducting repair and maintenance services [0023].

Claim 4. Lallo teaches means for providing at maintenance homepage links to additional web sites having addresses of facilities conducting repair and maintenance services [0023].

Claim 5. Piety teaches means for selecting an object from the displayed list of known objects (Figs. 13-16; [0108]-[0110]). The motivation to combine Lallo and Piety would be to simplify the selection step for the customer, thereby improve customer service.

Claim 10. Lallo teaches a method and system for organization and provision of automobile repair and preventive maintenance, wherein a database of scheduled maintenance of a plurality of automobiles (objects) is created, inputting into the system information related to a customer's vehicle [0030]; creating a maintenance schedule for the customer's vehicle [0028]; providing an automatic reminder system designed to track customer service follow-up [0028].

Lallo does not specifically teach *comparing information related to the customer's object with the database of scheduled maintenance of a plurality of objects, and retrieving the scheduled maintenance information from said database of scheduled maintenance of a plurality of objects*.

Piety teaches a method and system for predictive maintenance of machines, comprising: building a knowledge database for various component types including data for preventive maintenance for each component type [0012]; [0013]; providing a user input identifying a selected component type corresponding to the particular component to be monitored [0013]; and constructing database information for predictive maintenance for said particular component using an inference engine operating on said knowledge database and said selected component type [0013].

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Lallo to include *comparing information related to the customer's object with the database of scheduled maintenance of a plurality of objects, and retrieving the scheduled maintenance information from said database of scheduled maintenance of a plurality of objects*, as disclosed in Piety, because it would allow to use said system for a plurality of different types of objects, thereby increase revenue.

Claim 11. Lallo teaches providing on-line notification of the customer (via email) to schedule an inspection of the automobile [0034].

Claim 12. Lallo teaches providing at maintenance homepage links to additional web sites having addresses of facilities conducting repair and maintenance services [0023].

Claim 13. Lallo teaches providing at maintenance homepage links to additional web sites having addresses of facilities conducting repair and maintenance services [0023].

Claim 14. Piety teaches selecting an object from the displayed list of known objects (Figs. 13-16; [0108]-[0110]). The motivation to combine Lallo and Piety would be to simplify the selection step for the customer, thereby improve customer service.

Claim 19. Lallo teaches a method and system for organization and provision of automobile repair and preventive maintenance, comprising: a database containing information related to scheduled maintenance of a plurality of automobiles (objects), user input means for inputting into the system information related to a customer's vehicle [0030]; means for creating a maintenance schedule for the customer's

vehicle [0028]; means for providing an automatic reminder system designed to track customer service follow-up [0028].

Lallo does not specifically teach *means for comparing information related to the customer's object with the database of scheduled maintenance of a plurality of objects, means for retrieving the scheduled maintenance information from said database of scheduled maintenance of a plurality of objects, and a graphical user interface for displaying said plurality of distinct objects and for permitting a user to generate a list containing the objects for which the user would like to receive maintenance reminders.*

Piety teaches a method and system for predictive maintenance of machines, comprising: means for building a knowledge database for various component types including data for preventive maintenance for each component type [0012]; [0013]; a graphical user interface for displaying said plurality of distinct objects and for permitting a user to generate a list containing the objects for which the user would like to receive maintenance (Figs. 13-16; [0013]; [0108]-[0110]); and means for constructing database information for predictive maintenance for said particular component using an inference engine operating on said knowledge database and said selected component type [0013].

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Lallo to include *means for comparing information related to the customer's object with the database of scheduled maintenance of a plurality of objects, means for retrieving the scheduled maintenance information from said database of scheduled maintenance of a plurality of objects, and a graphical user interface for displaying said plurality of distinct objects and for permitting a user to generate a list containing the objects for which the user would like to receive maintenance*, as disclosed in Piety, because it would allow to use said system for a plurality of different types of objects, thereby increase revenue.

**Claims 6-8 and 15-17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Lallo in view of Piety as applied to claims 1-5, 10-14 and 19 above, and further in view of Baker et al. (US 6,732,191 B1) (hereinafter Baker).**

Claim 6. Lallo in view of Piety teach all the limitations of claim 6, except specifically teaching *means for transmitting maintenance reminders instructions for performing maintenance*.

Baker teaches a control system and method for accessing an input/output device over a communication network, comprising a website, wherein trouble shooting instructions, maintenance logs, repair diagnostic information and quality control parameters reside within a web site for access by a user (C. 4, L. 40-43). Accessing said trouble-shooting instructions remotely by a user obviously indicates providing means for transmitting said trouble shooting instructions to said user.

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Lallo in view of Piety to include *means for transmitting maintenance reminders instructions for performing maintenance*, as disclosed in Baker, because it would allow to employ for performing said maintenance less qualified personal not familiar with the maintenance procedure, thereby save funds.

Claim 7. Lallo teaches means for providing (transmitting) the automatic reminders for tracking customer service follow-up [0028]. Lallo does not explicitly teach that means for transmitting the automatic reminders for tracking customer service follow-up includes *means for transmitting the purpose for performing said maintenance*. However, Lallo teaches that an advantage (purpose) for performing maintenance on a vehicle is encouraging the consumer to properly maintain the enrolled vehicle in accordance with manufacturer's specifications, which will lead to an improvement in the safety of the operation of the vehicle, and an increase in the useful life expectancy of the enrolled vehicle [0017].



Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Lallo in view of Piety and further in view of Baker to include *means for transmitting the purpose for performing said maintenance*, because it would educate said customers about advantages of conducting regular maintenance, thereby stimulate customers to conduct said maintenance on a regular basis.

Claim 8. Lallo teaches means for generating a date or dates for maintenance and providing automatic reminder system for tracking customer service follow-up [0028].

Claim 15. Lallo in view of Piety teach all the limitations of claim 15, except specifically teaching *transmitting maintenance reminders instructions for performing maintenance*.

Baker teaches a control system and method for accessing an input/output device over a communication network, comprising a website, wherein trouble shooting instructions, maintenance logs, repair diagnostic information and quality control parameters reside within a web site for access by a user (C. 4, L. 40-43). Accessing said trouble-shooting instructions remotely by a user obviously indicates transmitting said trouble-shooting instructions to said user.

It would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Lallo in view of Piety to include *transmitting maintenance reminders instructions for performing maintenance*, as disclosed in Baker, because it would allow to employ for performing said maintenance less qualified personal not familiar with the maintenance procedure, thereby save funds.

Claim 16. Lallo teaches providing (transmitting) the automatic reminders for tracking customer service follow-up [0028]. Lallo does not explicitly teach that transmitting the automatic reminders for tracking customer service follow-up includes *transmitting the purpose for performing said maintenance*.

However, Lallo teaches that an advantage (purpose) for performing maintenance on a vehicle is encouraging the consumer to properly maintain the enrolled vehicle in accordance with manufacturer's specifications, which will lead to an improvement in the safety of the operation of the vehicle, and an increase in the useful life expectancy of the enrolled vehicle [0017]. Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Lallo in view of Piety and further in view of Baker to include *transmitting the purpose for performing said maintenance*, because it would educate said customers about advantages of conducting regular maintenance, thereby stimulate customers to conduct said maintenance on a regular basis.

Claim 17. Lallo teaches generating a date or dates for maintenance and providing automatic reminder system for tracking customer service follow-up [0028].

Claim 18. Lallo teaches storing an identification for each customer; and storing an identification for each customer's object (vehicle) [0030]; thereby obviously indicating providing an association between each user and the corresponding stored object. As to the *list of objects* it is old and well known to own a plurality of cars by one person. The motivation to add a list of vehicles to Lallo in view of Piety and further in view of Baker would be to provide maintenance service for all cars own by the customer.

**Claims 9 and 18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Lallo in view of Piety and further in view of Baker as applied to claims 6-8 and 15-17, and further in view of Official notice.**

Claim 9. Lallo teaches means for storing identification for each customer; and means for storing identification for each customer's object (vehicle) [0030]; thereby obviously indicating means for an association between each user and the corresponding stored object. Lallo does not specifically teach that said object includes a *list of objects*. Official notice is taken that it is old and well known to own a plurality of cars by one person.

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Lallo in view of Piety and further in view of Baker to include that said object includes a *list of objects*, because it would allow to provide a maintenance service for all cars own by the customer.

Claim 18. Lallo teaches storing an identification for each customer; and storing an identification for each customer's object (vehicle) [0030]; thereby obviously indicating providing an association between each user and the corresponding stored object. Lallo does not specifically teach that said object includes a *list of objects*. Official notice is taken that it is old and well known to own a plurality of cars by one person. Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to modify Lallo in view of Piety and further in view of Baker to include that said object includes a *list of objects*, because it would allow to provide a maintenance service for all cars own by the customer.

***Examiner's Note***

Examiner has cited particular columns and line numbers or figures in the references as applied to the claims for the convenience of the applicant. Although the specified citations are representative of the teachings in the art and are applied to the specific limitations within the individual claim, other passages and figures may apply as well. It is respectfully requested from the applicant, in preparing the responses, to fully consider the references in entirety as potentially teaching all or part of the claimed invention, as well as the context of the passage as taught by the prior art or disclosed by the examiner.

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***Conclusion***

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure (see form PTO-892).

The following U.S. patents are cited to further show the best domestically patented prior art found by the examiner:

US 6,292,806 B1 to Sandifer disclosing a computer based system and method for providing maintenance information to maintain and repair complicated equipment.

The following foreign patent is cited to show the best foreign art found by the examiner:

JP 408261886 A to Kobayashi et al. disclosing equipment management system wherein modeling of equipment life is conducted based on the maintenance plan.

Examiner suggests the Applicant review these documents before submitting any amendment.

Any inquiry concerning this communication should be directed to Igor Borissov at telephone number (703) 305-4649.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the Receptionist whose telephone number is (703) 308-1113.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's Supervisor, John Weiss, can be reached at (703) 308- 2702.

Any response to this action should be mailed to:

***Commissioner of Patents and Trademarks***

***Washington D.C. 20231***

or faxed to:

**(703) 305-7687**

[Official communications; including After Final communications labeled "Box AF"]

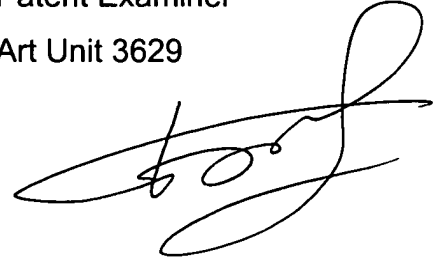
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Hand delivered responses should be brought to Crystal Park 5, 2451 Crystal Drive, Arlington, VA, 7<sup>th</sup> floor receptionist.

Igor Borissov

Patent Examiner

Art Unit 3629

A handwritten signature in black ink, appearing to read 'Igor Borissov', with a large, stylized loop at the end.

IB

8/25/2004